

March 17, 2020

Telehealth communications to provide to transportation brokers and on the PT-1 portal

Goal: reduce the need for unnecessary transportation and encourage telehealth

This communication will be shared across multiple provider-facing channels, including: Provider message on the PT-1 website <https://masshealth.ehs.state.ma.us/cwp/Default> and HST Office Website for Providers <https://www.mass.gov/masshealth-transportation-information-for-providers>

During this period of COVID-19 spread, please consider whether telehealth may be clinically appropriate for your patient instead of coming into the office for a visit. For more information concerning telehealth and MassHealth coverage and reimbursement policy, please see [MassHealth All-Provider Bulletin 289](#).

This communication will be shared across multiple consumer-facing channels, including: Message delivered by Broker scheduler to member when the member calls the broker to schedule transportation, member message on RTA's hold message as well as on their webpages, and any consumer facing HST webpage such as the following under MassHealth Transportation <https://www.mass.gov/service-details/get-a-ride-through-the-human-service-transportation-office>

In light of the COVID-19 outbreak, many health care appointments are being rescheduled or switched to telehealth or telephone. Have you confirmed with your health care provider that an in-person visit is needed? Please consider rescheduling or discussing with your provider whether receiving care via telehealth or over the phone would be appropriate.